

- 33 -

CLAIMS:

1. A process executed by a computer system for facilitating the provision of health care to a patient, including the steps of:
 - 5 receiving patient data relating to the health of a patient;
processing said patient data to determine a risk status providing an indication of risk to the patient's health;
selecting a health care provider to attend said patient on the basis of said risk status; and
 - 10 transmitting a direction to said health care provider to attend the patient.
2. A process as claimed in claim 1, wherein said direction includes said risk status.
3. A process as claimed in claim 1, wherein said direction includes said risk status and at
15 least part of said patient data.
4. A process as claimed in claim 1, wherein said step of transmitting includes transmitting successive directions to respective health care providers to attend the patient, whereby a direction is transmitted to a health care provider only if the one or more health care
20 providers previously directed have not responded to their respective directions.
5. A process as claimed in claim 4, wherein a health care provider is considered to have not responded to a direction if a message indicating the health care provider's intention to attend the patient is not received within a first time period, or if a message
25 confirming that the health care provider has attended the patient is not received within a second time period.
6. A process as claimed in claim 5, wherein said first time period and said second time period are determined by said risk status.

30

- 34 -

7. A process as claimed in claim 4, including determining at least one increased risk status for at least one of said successive directions.
8. A process as claimed in claim 7, wherein each direction includes a corresponding risk status.
9. A process as claimed in claim 1, wherein said patient data includes a plurality of health parameters of said patient.
10. A process as claimed in claim 9, wherein said risk status is determined on the basis of said plurality of health parameters and a do-not-resuscitate (DNR) status of said patient.
11. A process as claimed in claim 9, wherein said risk status is determined on the basis of said plurality of health parameters and one or more co-morbidity factors.
12. A process as claimed in claim 9, wherein said plurality of health parameters includes at least two of blood pressure, heart rate, respiration rate, oxygen saturation, consciousness level, urine output, temperature, level of consciousness, and pain score.
13. A process as claimed in claim 9, wherein said step of processing said patient data includes processing said plurality of health parameters to determine measures of risk, and determining said risk status on the basis of said measures of risk.
14. A process as claimed in claim 13, wherein said measures of risk correspond to respective health systems of said patient.
15. A process as claimed in claim 14, wherein said health systems of said patient include neurological, respiratory, cardiovascular, urinary, and temperature health systems.

- 35 -

16. A process as claimed in claim 13, wherein said risk status is selected from a plurality of predetermined risk status levels.
17. A process as claimed in claim 16, wherein said measures of risk are selected from a plurality of predetermined risk levels.
18. A process as claimed in claim 17, wherein said determining includes:
if one or more of said measures of risk is equal to the highest of said plurality of predetermined risk levels, then selecting said risk status as the highest of said plurality of predetermined risk status levels ; and
otherwise, if two or more of said measures of risk are greater than the lowest of said plurality of predetermined risk levels, then selecting said risk status as the highest of said two or more measures of risk, and incrementing said risk status by one level unless said risk status is equal to the highest of said plurality of predetermined risk levels.
19. A process as claimed in claim 13, wherein said risk status is determined on the basis of first rules applied to said measures of risk.
20. A process as claimed in claim 19, wherein the measures of risk are determined on the basis of second rules applied to at least some of said health parameters.
21. A process as claimed in claim 19, wherein said first rules and said second rules are configurable by a user.
22. A process as claimed in claim 18, wherein said determining further includes incrementing said risk status by one level if a selected health care provider has not responded to said direction.
23. A process as claimed in claim 22, wherein said determining further includes limiting

- 36 -

the level of said risk status to less than the highest of said plurality of predetermined risk levels unless the patient is experiencing a life-threatening event.

24. A process as claimed in claim 22, wherein said determining further includes limiting
5 the level of said risk status to less than the highest of said plurality of predetermined risk levels if the patient is subject to a not-for-resuscitation order, even if the patient is experiencing a life-threatening event.

25. A process as claimed in claim 1, wherein the direction is transmitted to one or more
10 wireless devices of said health care provider.

26. A process as claimed in claim 1, wherein the direction is transmitted to a first device associated with said health care provider, and the process includes transmitting said direction to a second device associated with said health care provider if said health care
15 provider does not reply to said direction.

27. A process as claimed in claim 1, wherein the direction is transmitted to at least two devices associated with said health care provider at the same time if said risk status is indicative of a significant health risk to said patient.
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28. A process as claimed in claim 25, wherein said one or more wireless devices includes one or more of a telephone, a personal data assistant, and a portable computing device.

29. A process as claimed in claim 1, including receiving availability data indicating the
25 availability of at least one health care provider, wherein a health care provider is selected only if said health care provider is available to attend said patient.

30. A process as claimed in claim 1, wherein said step of selecting includes selecting a type of health care provider on the basis of said risk status.
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31. A process as claimed in claim 30, wherein the type of health care provider includes one

- 37 -

of a nurse, a doctor, a registrar, a consultant, and a cardiac arrest response team.

32. A process as claimed in claim 31, wherein said step of selecting includes selecting a health care provider of the selected type on the basis of availability data indicating the availability of the health care provider to attend said patient.

33. A process as claimed in claim 1, wherein the direction transmitted to said health care provider includes an intervention activity associated with said risk status.

34. A process executed by a computer system for facilitating the provision of health care to a patient, including the steps of:

receiving patient data relating to the health of said patient;

determining a risk status of said patient based on said patient data;

transmitting a first direction to a first health care provider to attend the patient, the first direction including the risk status of the patient;

determining whether the first health care provider confirms attendance at the patient; and

transmitting a second direction to a second health care provider to attend the patient if attendance by the first health care provider was not confirmed.

35. A process as claimed in claim 34, wherein the second direction includes an increased risk status of the patient.

36. A process as claimed in claim 35, wherein the second direction includes a second time period for attending the patient.

37. A process as claimed in claim 36, wherein the first time period is associated with the determined risk status, and the second time is associated with the increased risk status.

38. A process as claimed in claim 36, wherein the second time period is equal to or less

- 38 -

than the first time period.

39. A process as claimed in claim 36, wherein the process further includes the steps of:

5 determining whether the health care provider confirms attendance at the patient within the second period; and

transmitting a third direction to a third health care provider to attend the patient if attendance by the second health care provider was not confirmed within the second time period.

10 40. A process as claimed in claim 39, wherein the third direction includes a further increased risk status of the patient.

15 41. A process as claimed in claim 39, wherein the third direction includes a third time period for attending the patient, the third time period being equal to or less than the second time period.

42. A process as claimed in claim 39, wherein the third time period is less than the first time period.

20 43. A patient care process executed by a computer system, including the steps of:

determining a risk level of a patient; and

repeatedly requesting one or more medical or health care providers to attend the patient if the risk level is above a predetermined level and the patient is unattended by said health care providers.

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44. A health care system having components for executing the steps of any one of claims 1 to 43.

30 45. A computer readable storage medium having stored thereon program code for executing the steps of any one of claims 1 to 43.

46. A system for facilitating the provision of health care to one or more patients, including:

- 39 -

computerised means for logging patient data relating to health of said one or more patients;

an administration system in communication with said computerised means and configured to determine a risk status of each of said one or more patients based on the patient data, said administration system being further configured to, for each patient:
5 transmit a first direction to a first health care provider to attend the patient, depending on the risk status of the patient; determine whether the first health care provider has confirmed attendance at the patient within a first time period; and transmit a second direction to a second health care provider to attend the patient within a second time period if attendance
10 by the first health care provider was not confirmed.

47. A system as claimed in claim 46, wherein the second time period is equal to or less than the first time period.

15 48. A system as claimed in claim 46, wherein the first and second directions are effected by automatic transmission of a message to portable electronic devices associated with the respective first or second health care providers.

49. A system as claimed in claim 48, wherein the first and second directions are
20 transmitted as wireless communications.

50. A system as claimed in claim 46, wherein the patient data includes data relating to a plurality of health parameters.

25 51. A system as claimed in claim 46, wherein the first direction is only transmitted when the risk status is equal to or above a threshold level.

52. A system as claimed in claim 46, wherein the first and second directions include information concerning the risk status of the patient.

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53. A system as claimed in claim 46, wherein the first and second directions include a

- 40 -

request to confirm that the relevant health care provider intends to comply with the direction.

54. A system as claimed in claim 46, wherein the administration system increases the risk status of the patient if it determines that the first health care provider has not confirmed attendance at the patient within the first time period.
55. A system as claimed in claim 46, wherein the administration system is further configured to determine whether the second health care provider has confirmed attendance at the patient within the second time period and to transmit a third direction to a third health care provider to attend the patient within a third time period if attendance by the second health care provider was not confirmed within the second time period.
56. A system as claimed in claim 55, wherein the third time period is equal to or less than the second time period.
57. A system as claimed in claim 46, wherein the computerised means include a plurality of computerised devices networked with, but located remotely from, the administration system.
58. A system as claimed in claim 46, wherein each computerised communication device is located nearby the one or more patients.
59. A system as claimed in claim 46, wherein the computerised device is a wireless handheld device.
60. A system as claimed in claim 46, wherein the computerised device includes a personal computer with appropriate input means for logging the patient data.
61. A system as claimed in claim 46, wherein the administration system includes a

- 41 -

centralised server having a risk assessment module for determining the risk status and a communications module for transmitting directions to health care providers.

62. A system as claimed in claim 46, wherein directions to the health care provider are
5 transmitted to at least two contact devices of the health care provider.

63. A system as claimed in claim 62, wherein a direction to the health care provider is transmitted to at least two contact devices of the health care provider at the same time.

10 64. A system as claimed in claim 46, wherein the direction is in the form of a recorded voice message directed to a telephone number associated with the health care provider.

65. A patient care system including:

15 at least one electronic device for recording patient data relating to the health of one or more patients;

a central server in communication with the at least one electronic device and configured to repeatedly contact one or more health care providers to request attendance at least one of the one or more patients if the patient data indicates that the health of the at least one patient is above a predetermined risk level and
20 the at least one patient is unattended.

66. A patient care system, comprising:

means for determining a risk level of a patient; and
means for repeatedly contacting one or more medical or health care personnel to
25 attend the patient if the risk level is above a predetermined level and the patient is unattended.